



Strengthened Aged Care
Quality Standards

Strengthened Quality Standard 1: The person

Provider fact sheet



Strengthened Quality Standard 1 is the basis for care and service delivery across all Standards. It applies to providers in Categories 4, 5 and 6.

Strengthened Quality Standard 1 underpins the way you and your staff should treat older people. It explains how important it is for you to understand that each older person is unique and has a different life story.

This means you need to make sure you understand each person to give the right person-centred care tailored to their individual needs.

There are 4 outcomes and 21 actions in strengthened Quality Standard 1. This Standard doesn't have any new topics. The expectations of providers to understand the diversity of older people receiving care has been clarified. This includes specific requirements relating to First Nations people and people living with dementia.

All 21 actions are either in line with or clarify the current Quality Standards or other existing provider responsibilities.

Older people statement



I am valued and have choice over the life I lead.

Worker statement



I understand the people I care for and support them in choices that impact their lives.



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To prepare for the strengthened Quality Standards, we recommend you:

- 1 get to know the key topics in each of the strengthened Quality Standards.
- 2 think about how you apply these topics now.



You can find the key topics in the **Strengthened Quality Standards – Provider guidance**

www.agedcarequality.gov.au/providers/reform-changes-providers/strengthened-quality-standards/strengthened-quality-standards-provider-guidance

What are the key topics in strengthened Quality Standard 1?

Strengthened Quality Standard 1 includes **key topics** that mean you need to:

- use the principles of person-centred care to create professional and trusting relationships with the people in your care
- encourage a sense of safety, independence, inclusion and quality of life for people in your care
- treat people receiving care with dignity and respect by giving them choice and personal privacy and understanding and respecting their rights
- support independence and quality of life through advocacy and allowing older people to make their own decisions. This includes decisions to take risks where older people make that choice
- organise substitute decision makers after you've tried all options to support an older person to make decisions
- understand the diversity of older people receiving care, including the needs of First Nations people and people living with dementia
- be open and transparent with the people you care for, including about care and service agreements.

This Standard has a **stronger focus** on:

- person-centred care
- culturally safe care
- trauma awareness and healing informed care
- decision making
- dignity of risk.





How can you demonstrate conformance with strengthened Quality Standard 1?

To show that you conform with the strengthened Quality Standards, you should review your service's systems and processes. Then look at how these are put into practice.

This means you should:

- make sure you have clearly documented systems and processes
- use monitoring tools to show how staff are following these processes and find opportunities for improvement
- work with people receiving care to understand their experience and care outcomes
- observe how your service provides care
- ask for feedback from your governing body, managers, workers, people you care for and others involved in the delivery of care and services
- use feedback to improve your care and services.

Examples of areas you should consider for strengthened Quality Standard 1 include how your service:

- monitors, plans and reviews the delivery of care and services. You can show this by making sure older people's needs, goals and preferences are at the centre of your quality and care systems
- develops and applies strategies that are tailored for each person. You can show this by partnering with people receiving care to develop and improve service agreements and care plans
- delivers trauma-aware and healing-informed care and services. You can show this by making sure staff understand the different backgrounds, types of trauma and how this can affect older people.



Reflective questions for providers

- How do you make sure you reflect these key topics in the care and services you provide to older people?
- How do you work with people receiving care in the design of their care and services?
- How do you get feedback from people receiving care about their experiences?
- How do you use feedback from older people and your staff to improve care.

What can you do to show that your staff:

- understand the people they are providing care for and support them to make choices that impact their lives, including choices about risk taking?
- are delivering care consistent with your service's policies and procedures?





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Resources



Evidence mapping framework
www.agedcarequality.gov.au/evidence-mapping



Strengthened Quality Standards resources
www.agedcarequality.gov.au/providers/quality-standards/strengthened-quality-standards

The strengthened Quality Standards will come into effect in line with the commencement of the new Aged Care Act. The information in this fact sheet should be considered draft only as it is dependent on the finalisation of the draft legislation.

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Please note that the information about the strengthened Quality Standards in this factsheet should be considered draft until the standards are enacted in the Aged Care rules.

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